

GLOSSARY OF TERMS

ELECTRICITY: This is the cost of electricity supplied to you during this billing period and is the part of the bill that is subject to competition.

DELIVERY: These are the costs of delivering electricity from generating stations across the Province to Halton Hills Hydro and then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business.* Halton Hills Hydro collects this money and pays this amount directly to our suppliers.

*When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business.

REGULATORY CHARGES: Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid.

GLOBAL ADJUSTMENT: Generators in Ontario receive a combination of payments from the operation of the wholesale market, payments set by regulation and payments under contracts. Your portion of the net adjustments arising from these and other authorized payments is included on your bill as the Global Adjustment.

NOTE: For a detailed explanation of electricity terms, please visit www.oeb.ca.

WATER and WASTEWATER: For billing and collection inquiries please contact Halton Hills Hydro. Other inquiries concerning water and wastewater can be directed to Halton Region at 311 or Toll Free at 1-866-442-5866 (1-866-4HALTON).

PAYMENTS:

ACTON: Halton Hills Hydro Office - 43 Alice St.
Monday - Friday 8:30 am - 4:30 pm, excluding holidays

*For your convenience, we also have a Night Deposit Box, located next to our main doors. Halton Hills Hydro WILL NOT be responsible for cash payments placed in the night deposit box.

GEORGETOWN: Young's Pharmacy & Homecare 45 Main St.

Bills can be paid at most Financial Institutions. Credit card payments available at: www.haltonhillshydro.com (convenience fees apply).

PRE-AUTHORIZED PAYMENT: Payments automatically debited from your bank account on the due date.

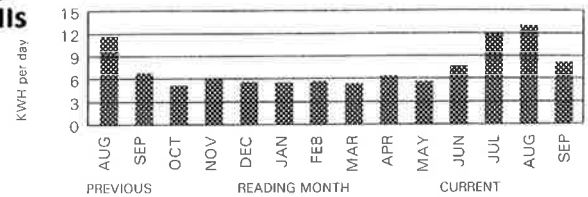
ARREARS: Current bills are due and payable in full by the due date shown. "Due Date" refers to the current bill only. Items appearing as a "Balance Forward" are due immediately and are subject to collections.

Overdue interest will be applied to unpaid balances on hydro charges at a rate of 1.5% compounded monthly or 19.56% per annum. Interest on water is 2.0% compounded monthly.

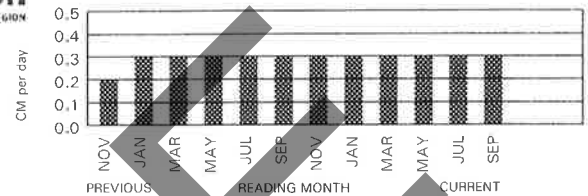
YOUR CONSUMPTION HISTORY



Electricity Consumption History



Water Consumption History



Message Center

Conservation Message

Go Paperless. Sign up for paperless billing and receive your bills via e-mail. Go to our website and check out our Self Service Portal.

COVID-19 Time of Use Rates until October 31, 2020

ON-Peak: 12.8 cents/kWh - Weekdays 11am-5pm

MID-Peak: 12.8 cents/kWh - Weekdays 7-11am & 5-7pm

Off-Peak: 12.8 cents/kWh - Weekdays 7pm-7am, all day
Weekends & Holidays

Always check your meter reading date on front of bill.

Moving? Don't forget to contact our office at least 48 hours in advance. Use our online forms at www.haltonhillshydro.com

Planting a tree? Building a deck? Don't forget to Call before you Dig. It's Free and it's the Law. 1-800-400-2255 or www.ontarioonecall.ca

Halton Region Message Center

You can monitor your water consumption by reading the water meter inside your home. Visit halton.ca/water to learn more.

AFTER HOURS EMERGENCY call (519) 853-3701 Press 1

BILLING and COLLECTION INQUIRIES: 519-853-3701

M-F 8:30-4:30 excluding holidays

E-BILLING: Go paperless, sign up for electronic bill notification
EQUAL PAYMENT PLAN: (Residential & Small Commercial customers only) Equal payment amounts will be automatically deducted from your bank account each month. Your bill statement will show the amount of your payments, automatic payment date and your current account balance.

Learn more about all of our programs and services at www.haltonhillshydro.com or on Facebook or Twitter @hhhydro